



Treevolution Scotland



Appeals Policy

Context

1 This policy relates to the provision of training and assessment by Treevolution Scotland.

An appeal may be made by a candidate regarding any of the following:

- The outcome of training or a LANTRA assessment
- A decision regarding reasonable adjustments and other special considerations eg. A decision on physical fitness.
- A decision regarding a malpractice or maladministration investigation

Treevolution Scotland will not manage an appeal process for City & Guilds assessments as we are not an assessment centre. Candidates will be directed to appeal directly to City & Guilds.

Procedure

2.1 Lodging an appeal

Candidates must detail their reasons for an appeal in writing.

An appeal by email should be sent to training@treevolution-scotland.co.uk. An appeal by post should be sent to the Training Manager, Treevolution Scotland, Niddry Mains Farm, Winchburgh EH52 6QW.

2.2 Procedures on receiving an appeal

Treevolution Scotland will record any appeal and an acknowledgement will be sent to the appellant within 5 working days. Treevolution Scotland will aim to manage the appeal within 10 working days. A non conflicted member of Treevolution Staff will be appointed as investigator.

2.3 Reviewing an appeal

The investigator shall ensure that the following information is considered when undertaking the appeal:

- Review of any data concerning the candidate
- Feedback from the instructor who delivered the training and/or the relevant assessor
- Materials relating to the handling of a complaint, including investigation report and response to complainant

The investigator will feedback to the appellant, in writing, the outcome of their investigation within 10 working days.

If the appeal is not upheld, the appellant will be informed of their right to further appeal this decision to Lantra as the training/assessment organisation or to complain to the Scottish Ombudsman and details of this will be included in the response to the appellant.

If the appeal is upheld, Treevolution Scotland will consider any further implications to their business delivery.

2.4 Internal Quality Assurance

Any appeals together with complaints are analysed through quarterly reports forming part of Treevolution Scotland's internal quality assurance process.

3 Review of Policy

This policy will be reviewed every 2 years.